REPORT CONTENTS:

<table>
<thead>
<tr>
<th></th>
<th>California Department of Public Health (CDPH) Outpatient Clinics Survey</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Outpatient Hemodialysis Center Re-Certification Survey</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>CHEARS at 2017 San Francisco Chinese New Year Parade</td>
<td>2</td>
</tr>
<tr>
<td>4</td>
<td>ZSFG Celebrate World Hypertension Day</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>Emergency Department Improvement Workshop</td>
<td>3</td>
</tr>
<tr>
<td>6</td>
<td>Patient Flow Reports</td>
<td>4</td>
</tr>
<tr>
<td>7</td>
<td>Salary Variance to Budget by Pay Period Report</td>
<td>4</td>
</tr>
</tbody>
</table>

1. CALIFORNIA DEPARTMENT OF PUBLIC HEALTH (CDPH) OUTPATIENT CLINICS SURVEY

On June 8th, 2017, two surveyors from the California Department of Public Health (CDPH) arrived on campus to conduct a visit of the outpatient clinics.

During the visit, surveyors toured the following areas, reviewed medical records, and conducted staff interviews:

- 1M Adult General Medicine Clinic
- 3D GI Clinic
- 3M Surgical Sub-Specialty Clinic
- 4C Ambulatory Infusion Center and Wound Clinic
- 4J Anesthesia Preop and Pain Clinic
- 4M Medical Sub-Specialty Clinic
- 5M/6G Women’s Health Center
- 6M Children’s Health Center
- Avon Comprehensive Breast Center
- Family Health Center
- Urgent Care Center
- Ward 86 Hematology and Oncology Clinic, Positive Health Clinic
- Ward 92 Adult Medical Specialty Clinic

The surveyors exited and shared findings that were minor in scope. Congratulations to all outpatient clinic managers and front line staff for a successful survey.
2 RE-CERTIFICATION OUTPATIENT HEMODIALYSIS CENTER LICENSING SURVEY

On June 12th, the California Department of Public Health (CDPH) arrived in the outpatient hemodialysis unit (Ward 17), to conduct a four-day CMS Recertification Survey. The surveyor conducted multiple patient interviews; the patients were appreciative of the staff and the care they received in the Hemodialysis Center.

The surveyors were complimentary of the team. They exited and shared improvement opportunities that were minor in scope.

Congratulations to the staff and leadership team on another successful survey!

3 CHEARS AT 2017 SAN FRANCISCO CHINESE NEW YEAR PARADE

On Saturday, February 11, 2017, ZSFG’s CHEARS (Care & Hospital Employee’s Activities, Recognition, & Service) committee members participated in the annual San Francisco Chinese New Parade. ZSFG’s CHEARS group was awarded the 1st place Community Organizations award for their participation in the San Francisco Chinese New Year Parade!

Participation in the parade is by invitation only. The parade has been a tradition since 1860 as a way to educate Bay Area residents about Chinese culture. This year’s parade was sponsored by Southwest Airlines and featured extravagant floats, dancers and a 268 foot long Golden Dragon. The parade route began at Second & Market and snaked through the streets, ending at Columbus Avenue. The San Francisco Chinese New Year Parade is one of the largest celebrations of Asian culture in the United States. Spectators at this year’s parade were estimated to be over 1.2 million.

CHEARS is an employee-directed organization that facilitates access for individual staff and groups of employees to recreational, cultural, and entertainment resources and recognition of excellence in service and care. CHEARS organizes and supports events that contribute to the enhancement of employee morale, while aligning to ZSFG’s mission, vision, and values.

Many thanks to our CHEARS members!
4 WORLD HYPERTENSION DAY

On May 17th, DPH’s Healthy Hearts SF in collaboration with the Richard Fine Clinic & the Community Wellness Center at ZSFG hosted an event to bring awareness about hypertension for our patients and community with uncontrolled blood pressure.

Heart disease is the number one killer of Americans and most people do not know they are at risk for heart disease.

Many thanks to staff who ensured this event happened.

5 EMERGENCY DEPARTMENT’S CONSULTATIVE SERVICES

During the week of May 22nd, the Emergency Department conducted a week-long improvement event focused on the Emergency Department’s Consultative Services.

Orthopedic, Neurology and Emergency Services worked together to expedite the ED consultations process by reducing the time a patient waits for a consultation. The team also standardized the ED consultative services request for anticipated discharge patients. This improvement directly impacts the Strategic Flow metric of reducing ED Length of Stay.

During the workshop, the lead time from consultative page to consultative arrival was positively improved by 60% (baseline of 22 minutes to 7 minutes).

Many thanks to the improvement team for a successful workshop!
6 PATIENT FLOW REPORT FOR JUNE 2017

Attached please find a series of charts depicting changes in the average daily census.

MEDICAL/SURGICAL
Average Daily Census was 214.23 which is 106% of budgeted staffed beds level and 85% of physical capacity of the hospital. 15.36% of the Medical/Surgical days were lower level of care days: 2.07% administrative and 13.29% decertified/non-reimbursed days.

ACUTE PSYCHIATRY
Average Daily Census for Psychiatry beds, excluding 7L, was 41.26, which is 93.8% of budgeted staffed beds and 61.6% of physical capacity (7A, 7B, 7C). Average Daily Census for 7L was 4.94, which is 70.5% of budgeted staffed beds (n=7) and 41.16% of physical capacity (n=12). Latest Utilization Review data from the INVISION System shows 63.80% non-acute days (58.41% lower level of care and 5.39% non-reimbursed).

4A SKILLED NURSING UNIT
ADC for our skilled nursing unit was 29.16, which is 104% of our budgeted staffed beds and 97.2% of physical capacity.

7 SALARY VARIANCE TO BUDGET BY PAY PERIOD REPORT FOR FISCAL YEAR 2016-2017

For Pay Period ending June 2, 2017, Zuckerberg San Francisco General recorded a 3.71% variance between Actual and Budgeted salary cost – actuals were $531,137 over budget. For variance to budget year-to-date, San Francisco General Hospital has a negative variance of $10,376,937/3.2%.
Acute Psychiatry
Average Daily Census
Includes Units 7A, 7B, 7C Excludes 7L

Average Daily Census
Includes Units 7A, 7B, 7C Excludes 7L

Budgeted Beds
FY 2011-2014

Budgeted Beds
FY 2016-2017
Variance Between Salary Expenditure and Budget by Pay Period (PP) and Year To Date (YTD)